

## Job Aid: Altered Claims Records

### **Purpose**

This Job Aid is to support the SOP for Escalating Claims with Misrepresentation to the legal department for review with examples of altered records and what to look for to determine that records have been altered.

### **Teams Impacted**

- Operations
- Legal

#### **Related References and Documents**

SOP – Escalating Misrepresentation Claims to Legal

#### **Procedure**

- 1. The following are examples of what to look for when deciding if records have been altered in an effort to get a claim approved.
  - a. In the record below, you can clearly see that the mileage has been changed. The font does not match the other numbers on the record and the spacing is off from the rest of the document as well.



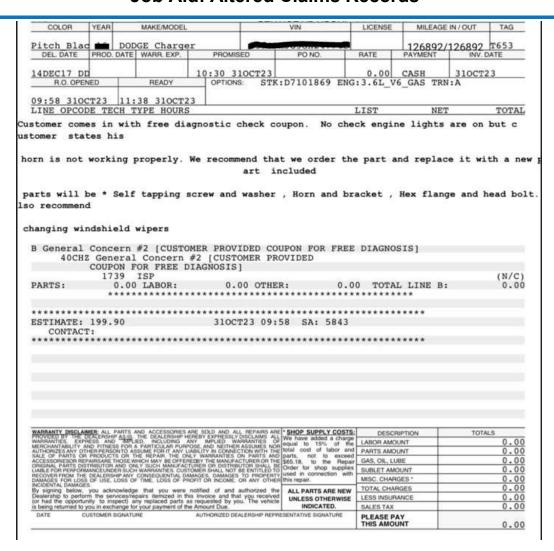
b. In the following record, there are two changes. The first is once again the mileage has been changed and is a different font size and the alignment is off compared to the rest of the document. They have also entered a text box over the first concern and altered what it says. The fact that the lines in the background are removed and the spacing on the wording and font is different is an indication of this alteration.

Approved Date: 2/12/2024

Latest Revision Date: 2/9/2024



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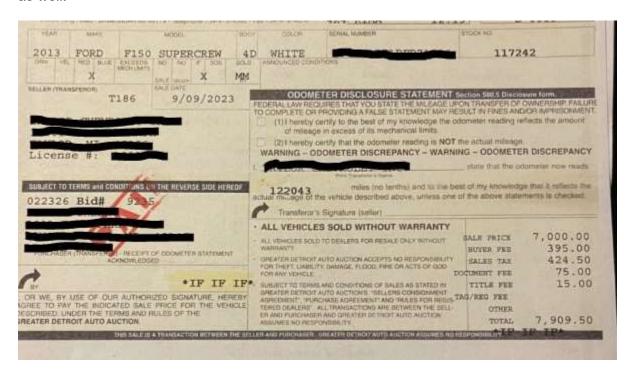
c. The CH spent a little more time on this one and it is not as easy to tell what was changed. If you look closely at the mileage, you can see the second two is slightly higher than the other numbers and it is also slightly rotated. This shows the second two in the mileage has been changed.





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d. This example is similar to the last one where the two was once again changed. This has the same indications that one printed number in the mileage is clearly altered and is not in the same orientation. The editing that they did also removed part of the wording below the mileage as well.



### **Approval & Revision**

Date Created	Created By		Date Approved			Approved By	
2/9/2024	Jonathan Haynie		2/12/2024			Rich Schmittel	
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Date Revised	Revised by	Revision Description [Enter what has changed from the previous version]		Date Approved		Approved By	
[Date]	[Revisor Name]			[Date]		[Approver's Name]	
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